

Who We Are:

- Founded in 2000 by seasoned IP engineers -- first managed VoIP services company in the U.S.
- Made converged networks work -- over 99% of our customers are still with us.
- Now cover over 5,800 local calling areas and provide real-time management of over 20,000 VoIP endpoints ... and counting.

What We Do:

SmoothstoneCONNECT™

The single, clear channel IP connection over which Smoothstone delivers all of its solutions. We become your **WAN Solution**, as well as the transmission platform for all of your voice and video traffic -- a truly converged network.

Every SmoothstoneCONNECT client receives access to **NetStalk™**, a totally integrated, network monitoring and control **WAN Management** system. **NetStalk** enables you to monitor, 24/7, your entire WAN (routers, circuits and performance), right alongside Smoothstone's Cisco Certified Engineers.

SmoothstoneCOMPLETE™

Once you have a SmoothstoneCONNECT IP connection installed, you can implement our fully managed IP to desktops solution -- and start reaping full benefits.

Or, you can just start with an "a la carte" set of applications, based on your current equipment, legacy contracts and other business needs. Smoothstone delivers VoIP trunking services via:

Smoothstone TDM IP Trunking

-- OR --

Smoothstone IP PBX Trunking

You can then migrate towards SmoothstoneCOMPLETE, as your existing equipment wears out or needs upgrading, your current telecommunications contracts expire, or your business needs change.

Regardless of your voice services interface, Smoothstone's industry-leading messaging and collaboration solutions will be available to you, via:

Unified Messaging Solutions

- Email
- Voice Emails
- Faxes as Emails

Group Collaboration Solutions

- Conference Calling
- Video Conferencing


What This Means For You:

One Low TCO, from three sources:

- **Higher User and Business Process Productivity**
 - Applications such as call reporting, user-initiated conference calling and unified messaging increase user productivity.
 - Communications with customers, suppliers and business partners are more efficient and effective.
- **Your IT Staff Amplified**
 - Communications headaches -- multiple vendors, non-interoperable technologies, etc. -- disappear.
 - Your IT staff can now work on business projects, because Smoothstone is managing your communication solutions and handling user questions for you.
- **Demonstrable Savings** - We calculate them for you.

Real Client Example:

- \$222,853 in Up-Front Cost Savings
- \$6,412/month in Ongoing Savings



Total Cost of Ownership Tool

NOTE: Cells marked with a RED flag contain important comments; mouse over the cell to view.

TCO for National Corp Inc.		
I. DIRECT COSTS		
Common Carrier Cost	Multi Vendor	Smoothstone
Local Dial Tone	\$ 2,100	Included and Unlimited
Long Distance	\$ 2,548	\$ 1,446
Internet Access	\$ 2,000	Included
WAN	\$ -	Included
Services (total costs for all services including Web Hosting, Virus Protection, SPAM, Firewall, etc.)	\$ 1,095	\$ 798
Connection To Smoothstone and WAN Combined		\$ 1,500
Start Up Costs		
Current Acquisition/Upgrade	\$ 354,050	\$ 170,355
Implementation/Installation/Training	\$ 53,108	\$ 13,950
Monthly Acquisition/Upgrade plus Implementation/Installation/Training	\$ 8,942	\$ 4,048
Monthly Cost of Complete Smoothstone Solution (Excluding Internal Costs)		\$ 13,890
Increasing Equipment Capacity (Not Part of this TCO calculation, but a real future cost.)	Unknown, anywhere from \$500 to \$3,500 per addition	\$425 per addition per phone
Monthly Maintenance	\$ 500	\$ 360
Voicemail		
Current Acquisition / Upgrade	Included in System	Included
Increasing Equipment Capacity (Not Part of this TCO calculation, but a real future cost.)	Unknown, anywhere from \$500 to \$3,500 per addition	Unlimited
Fax Services		
Acquisition/Upgrade/Break-Fix/Paper/Toner	\$ 15,555	\$ 6,222
Cabling		
Network Cabling Materials and Installation	Two runs per location	One run per location
II. INDIRECT COSTS		
INDIRECT COSTS	Multi Vendor	Smoothstone
Administering Multiple Vendors and Verifying Their Invoices	\$ 428	\$ 64
Add/Move/Change/Upgrade	\$ 760	Included
Future System Upgrade	\$ 601	Included and Unlimited
National Corp Inc.'s Total Cost to Communicate		
Acquisition Costs	\$ 407,158	\$ 184,305
Monthly Costs	\$ 34,740	\$ 28,328
Cost Per Employee Per Month	\$ 95	\$ 78
Expected Annual Savings		\$ 76,951
5-Year Savings		\$ 384,754

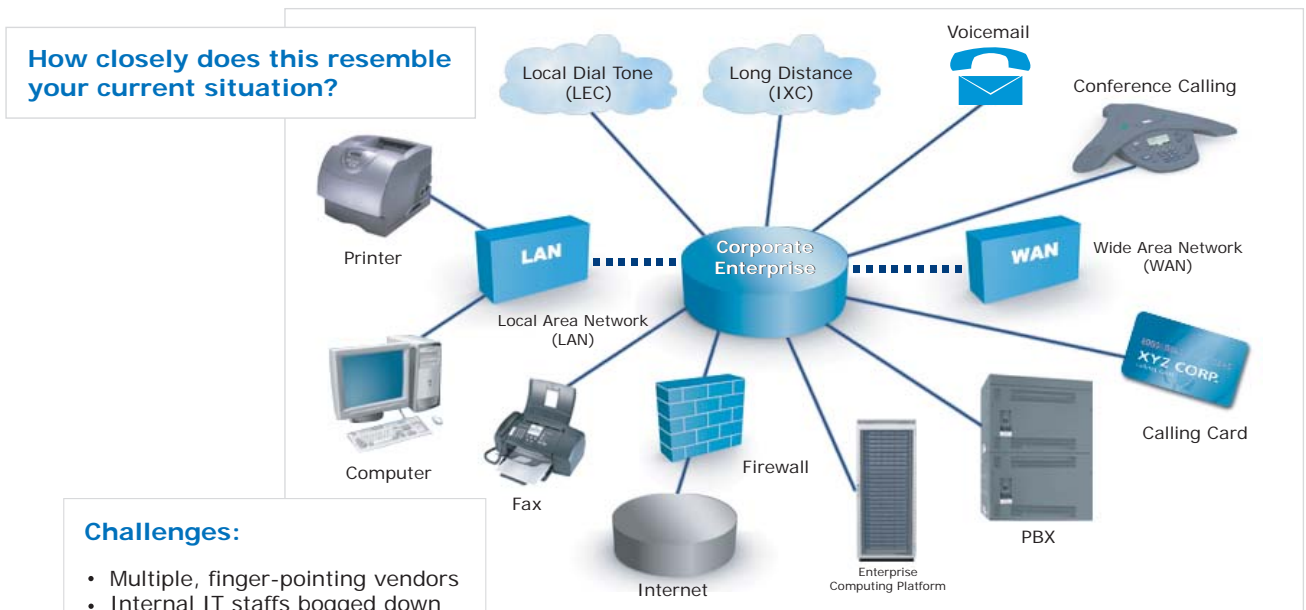
Estimated price is based on assumptions determined by thorough research. Calculation logic is detailed in the Assumptions and Methodology section. Smoothstone reserves the right to modify pricing at any time prior to executing a definitive agreement.

End-to-End: We do everything -- from design, provisioning and installation to user training and 24/7 support. A live problem-solver is always just a 4-digit dial away.

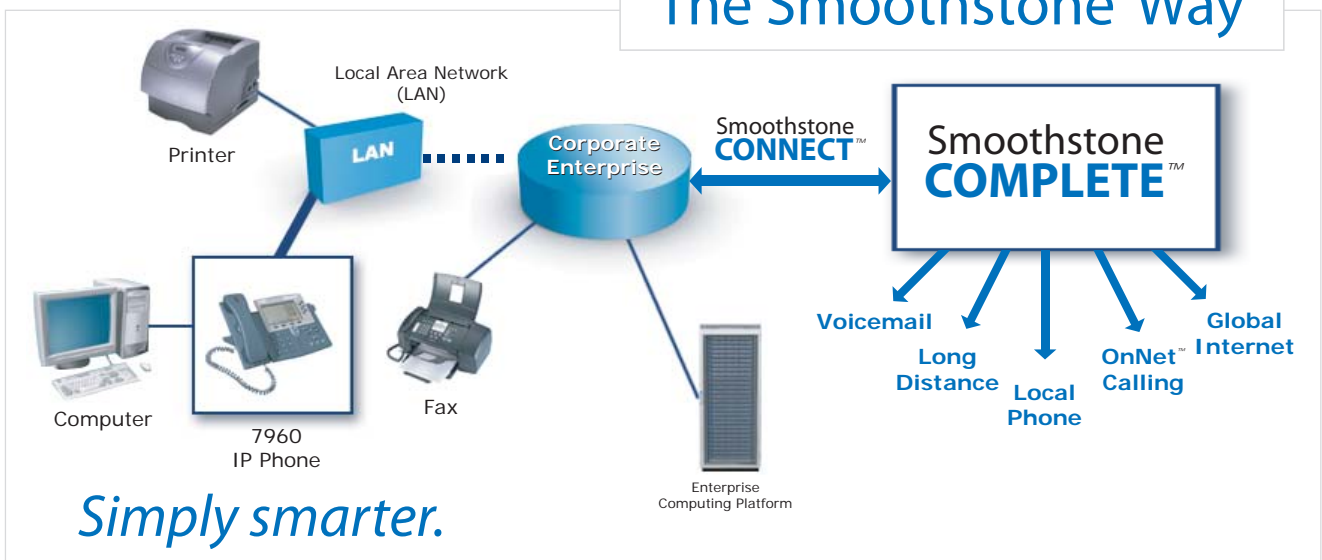
Front-to-Back: Our clients get their own "keys to our NOC" via NetStalk. They see the same performance statistics and reports we see. We manage it, you control it.

Top-to-Bottom: All-inclusive solutions -- one vendor, one bill for all services. We're a direct provider, not an intermediary.

- A nationwide, private, QoS enabled, IP over MPLS network.
- Market-proven applications.
- The management and monitoring of it all.



The Smoothstone Way



No other provider delivers communications solutions that are truly top-to-bottom, end-to-end and front-to-back.

By "top-to-bottom," we mean an all-inclusive solutions: The network infrastructure, the communications solutions that ride on it, and the management of it all.



Market-Proven Applications

Dynamic VoIP, Unified Messaging, Group Collaboration and more! Voice services available via **Smoothstone TDM IP Trunking**, **Smoothstone IP PBX Trunking** or Smoothstone**COMPLETE™**.



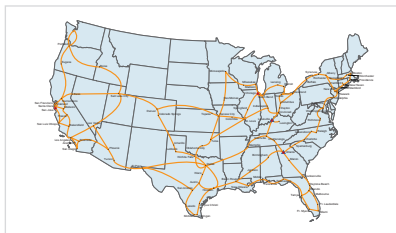
NetStalk™

Your keys to our NOC -- you see everything we see.



Our 24/7 Network Operations Center (NOC)

We watch everything: circuits, routers, servers, traffic and applications. We'll know about and are fixing any issues before you do.



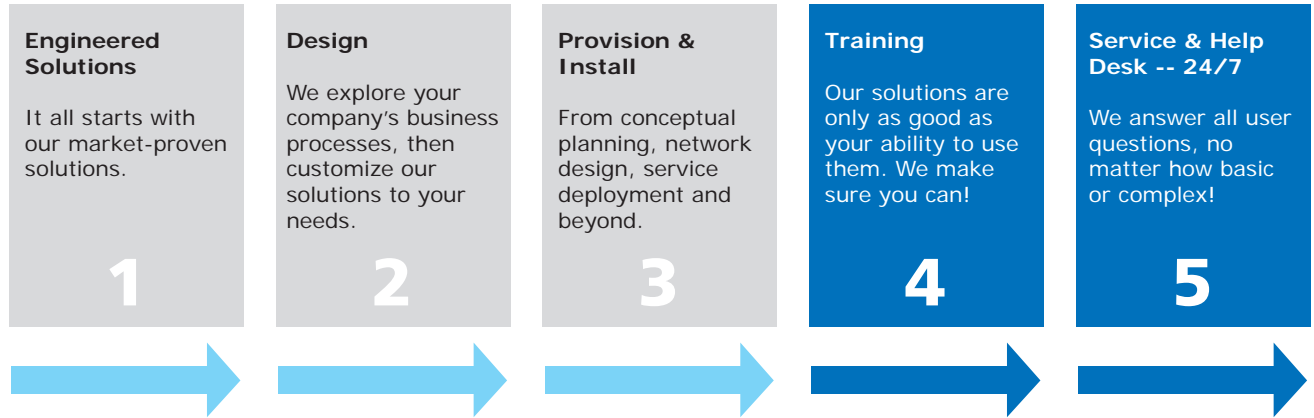
1st Class Infrastructure

Converged Data, Video and Voice Network -- Nationwide, continuous Layer 3, IP-based, secure, private, and plentiful bandwidth.

One Vendor, One Bill for All Services



By "end-to-end," we mean fully managed: 24/7/365 continuous training, service and support.

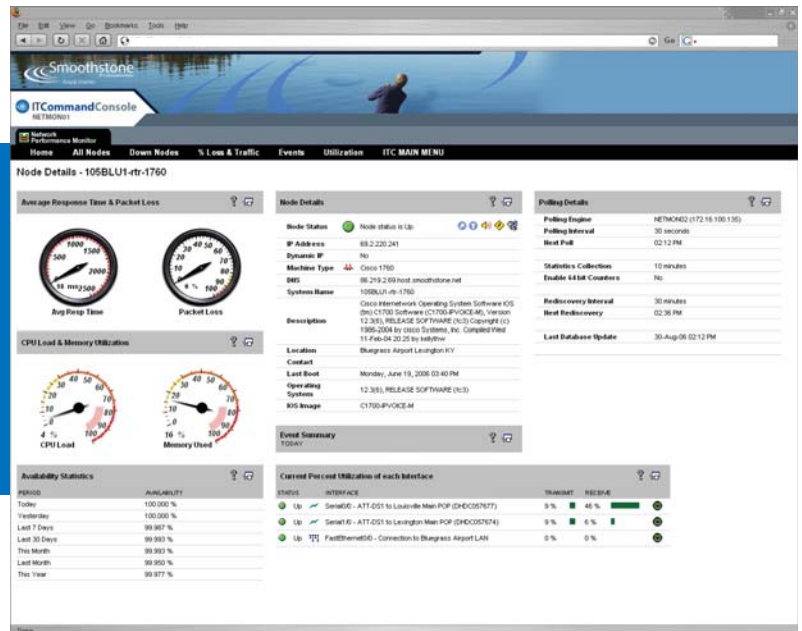


By "front-to-back," we mean totally transparent: clients see everything about their communication solutions and their networks.

NetStalk™

Your IT staff gets access to its own NetStalk Web Portal (their keys to our NOC).

They see everything we see, real-time. They see a problem and we're probably already on it!



Smoothstone clients achieve One Low Total Cost of Ownership (TCO) from their Smoothstone Solutions three ways:

- **Higher User and Business Process Productivity**
 - Features such as Call Reporting, User-Initiated Conference Calling and Unified Messaging drive internal productivity higher and faster
 - Communications with customers, suppliers and business partners are more efficient and effective
- **Your IT Staff Freed**
 - Telecommunications headaches – multiple vendors, non-interoperable technologies, etc. – disappear
 - IT staffs free to work on business issues, because Smoothstone is managing your communications solutions and handling user questions for you
- **Demonstrable Client Savings**

Smoothstone IP Communications Simply smarter.		Total Cost of Ownership Tool	
NOTE: Cells marked with a RED flag contain important comments; mouse over the cell to view.			
TCO for National Corp Inc.			
I. DIRECT COSTS			
Common Carrier Cost	Multi Vendor	Smoothstone	
Local Dial Tone	\$ 2,100	Included and Unlimited	
Long Distance	\$ 2,548	\$ 1,446	
Internet Access	\$ 2,000	Included	
WAN	\$ -	Included	
Services (total costs for all services including Web Hosting, Virus Protection, SPAM, Firewall, etc.)	\$ 1,095	\$ 798	
Connection To Smoothstone and WAN Combined		\$ 1,500	
Start Up Costs			
Current Acquisition/Upgrade	\$ 354,050	\$ 170,355	
Implementation/Installation/Training	\$ 53,108	\$ 13,950	
Monthly Acquisition/Upgrade plus Implementation/Installation/Training	\$ 8,942	\$ 4,048	
Monthly Cost of Complete Smoothstone Solution (Excluding Internal Costs)		\$ 13,890	
Increasing Equipment Capacity (Not Part of this TCO calculation, but a real future cost.)	Unknown, anywhere from \$500 to \$3,500 per addition	\$425 per addition per phone	
Monthly Maintenance	\$ 500	\$ 360	
Voicemail			
Current Acquisition / Upgrade	Included in System	Included	
Increasing Equipment Capacity (Not Part of this TCO calculation, but a real future cost.)	Unknown, anywhere from \$500 to \$3,500 per addition	Unlimited	
Fax Services			
Acquisition/Upgrade/Break-Fix/Paper/Toner	\$ 15,555	\$ 6,222	
Cabling			
Network Cabling Materials and Installation	Two runs per location	One run per location	
II. INDIRECT COSTS			
INDIRECT COSTS	Multi Vendor	Smoothstone	
Administering Multiple Vendors and Verifying Their Invoices	\$ 638	\$ 64	
Add/Move/Change/Delete	\$ 760	Included	
Future System Upgrade	\$ -	Included and Unlimited	
National Corp Inc.'s Total Cost to Communicate			
Acquisition Costs	\$ 407,158	\$ 184,305	
Monthly Costs	\$ 34,740	\$ 28,328	
Cost Per Employee Per Month	\$ 95	\$ 78	
Expected Annual Savings		\$ 76,951	
5-Year Savings		\$ 384,754	
The illustrated results are based on assumptions determined by thorough research. Calculation logic is detailed in the Assumptions tab. Smoothstone reserves the right to change the data and calculations without notice or prior written agreement.			

We Calculate Client Savings For You

Real Client Example:

- \$222,853 in Up-front Cost Savings
- \$6,412/month in Ongoing Savings



Total Cost of Ownership Tool

NOTE: Cells marked with a RED flag contain important comments; mouse over the cell to view.

TCO for National Corp Inc.

I. DIRECT COSTS		
Common Carrier Cost	Multi Vendor	Smoothstone
Local Dial Tone	\$ 2,100	Included and Unlimited
Long Distance	\$ 2,548	\$ 1,446
Internet Access	\$ 2,000	Included
WAN	\$ -	Included
Services (total costs for all services including Web Hosting, Virus Protection, SPAM, Firewall, etc.)	\$ 1,095	\$ 798
Connection To Smoothstone and WAN Combined		\$ 1,500
Start Up Costs		
Current Acquisition/Upgrade	\$ 354,050	\$ 170,355
Implementation/Installation/Training	\$ 53,108	\$ 13,950
Monthly Acquisition/Upgrade plus Implementation/Installation/Training	\$ 8,942	\$ 4,048
Monthly Cost of Complete Smoothstone Solution (Excluding Internal Costs)		\$ 13,890
Increasing Equipment Capacity (Not Part of this TCO calculation, but a real future cost.)	Unknown, anywhere from \$500 to \$3,500 per addition	\$425 per addition per phone
Monthly Maintenance	\$ 500	\$ 360
Voicemail		
Current Acquisition / Upgrade	Included in System	Included
Increasing Equipment Capacity (Not Part of this TCO calculation, but a real future cost.)	Unknown, anywhere from \$500 to \$3,500 per addition	Unlimited
Fax Services		
Acquisition/Upgrade/Break-Fix/Paper/Toner	\$ 15,555	\$ 6,222
Cabling		
Network Cabling Materials and Installation	Two runs per location	One run per location
II. INDIRECT COSTS		
INDIRECT COSTS	Multi Vendor	Smoothstone
Administering Multiple Vendors and Verifying Their Invoices	\$ 638	\$ 64
Add/Move/Change/Delete	\$ 760	Included
Future System Upgrade	\$ 601	Included and Unlimited
National Corp Inc.'s Total Cost to Communicate		
Acquisition Costs	\$ 407,158	\$ 184,305
Monthly Costs	\$ 34,740	\$ 28,328
Cost Per Employee Per Month	\$ 95	\$ 78
Expected Annual Savings		\$ 76,951
5-Year Savings		\$ 384,754

The illustrated price is based on assumptions determined by thorough research. Calculation logic is detailed in the Assumptions tab. Smoothstone reserves the right to modify pricing at any time prior to executing a definitive agreement.

" ... if you are an enterprise with 50 to 1,000 employees, and you are looking to upgrade your existing phone system or replace it entirely -- especially if that phone system is the lifeline of your business -- you need to call Smoothstone."

Erik Linask, Associate Editor
INTERNET TELEPHONY

"This ... is enough to keep the most subdued intrigued to see what is coming ... [Smoothstone IP Communications'] announcement revealed the company's intentions to be a major player in the IP telephony space."

Susan J. Campbell
TMCnet Communications and Broadband Columnist

"Smoothstone IP Communications ... is taking dead aim on the medium-sized enterprise customer ... to bring large enterprise features to a smaller enterprise audience."

NEWS & ANALYSIS
VoIP Monitor

"Shawn Purcell, partner at Vatic Outsourcing, a telecommunications consultant in Atlanta, said Smoothstone provides a higher level of support ... 'Their customer service group is manned with engineers. They seem to be better adept at solving problems quickly' ... "

Jennifer Hagendorf Follett
CRN

"Smoothstone is a leading, nationwide IP communications provider that designs, integrates and services specifically tailored solutions, including VoIP, for medium-sized enterprises."

Forbes.com

"In targeting medium enterprises, Smoothstone has stepped into a niche area. 'Their focus is unique,' said Matthias Machowinski, directing analyst at Infonetics Research. 'Their whole point was just come to us and we have all the relationships in place and you get one bill from one provider,' he concluded."

Jim Bathold
Telecommunications

SmoothstoneCONNECT™

The next-generation in carrier services. The single, clear channel IP connection over which we deliver all of Smoothstone's solutions. We become our clients' **WAN Solution**, as well as their transmission platform for all of their voice and video traffic -- a truly converged, highly efficient and highly flexible network.

Every SmoothstoneCONNECT client receives access to **NetStalk™**, a totally integrated, network monitoring and control **WAN Management** system. **NetStalk** enables you to monitor, 24/7, your entire WAN (routers, circuits and performance), right alongside Smoothstone's Cisco Certified Engineers who are constantly doing the same.

SmoothstoneCONNECT clients can also receive the following optional enhancements:

- Global IP Connect™
- Internet Access
- Application Layer Prioritization
- Managed Router
- Managed Firewall
- NetStalk™ Enterprise

Smoothstone IP Communications Solutions

Once you have a SmoothstoneCONNECT IP connection installed, Smoothstone's entire world of communication solutions opens up to you. You can implement our **Fully Managed IP to Desktops** solution -- and start reaping full benefits, via:

SmoothstoneCOMPLETE™

Or, you can just start with SmoothstoneCONNECT and an "a la carte" set of applications, based on your current equipment, legacy contracts and other business needs. Smoothstone can deliver its VoIP trunking services to TDM PBXs and to third party IP PBXs, via:

Smoothstone TDM IP Trunking -- OR -- Smoothstone IP PBX Trunking

Then, you can migrate towards a full SmoothstoneCOMPLETE implementation, as your existing equipment wears out or needs upgrading, as your existing telecommunications contracts expire, or as your business needs change and grow.

Regardless of your voice services interface, Smoothstone's industry-leading messaging and collaboration solutions will be available to you, via:

Unified Messaging Solutions

- Email
- Voice Emails
- Faxes as Emails

Group Collaboration Solutions

- Conference Calling
- Video Conferencing





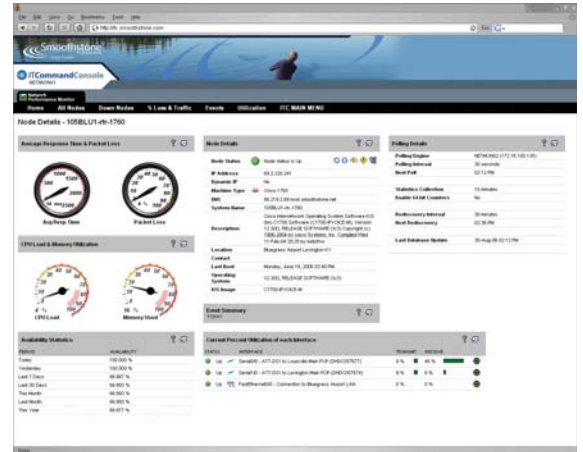
Smoothstone**COMPLETE** is a **top-to-bottom**, all-inclusive, fully managed IP to desktops, enterprise-class suite of communications solutions. It is supported by Smoothstone's unsurpassed, **end-to-end**, fully managed client service and delivered with **front-to-back**, totally transparent network visibility, through a unique-to-the-industry, **NetStalk™** Web portal. Smoothstone**COMPLETE** consists of:

A Smoothstone**CONNECT**[™] IP connection, with the following features included:

- Global IP Connect[™] (Managed WAN for multiple locations)
- Internet Access
- Application Layer Prioritization
- Managed Router
- NetStalk

Also Available:

- Managed Firewall
- NetStalk[™] Enterprise (Server level WAN/LAN management via NetStalk)



A Smoothstone **Fully Managed IP to Desktops** VoIP solution, includes the following features:

1. Smoothstone IP Phones
2. Smoothstone Softphone
3. Smoothstone's All-Inclusive Voice Plan
 - Direct Inward Dial (DID)
 - Unlimited Local Calling (Local dialing rules preserved)
 - Unlimited, 4-Digit, OnNet[™] Calling
 - International Long Distance
4. Built-In Fault Tolerance (Call routing based on network and user availability)
5. Pinpoint E911 Compliance
6. Conference Calling (Ad hoc via user handsets)
7. Customized Integrated Voice Response (IVR)
8. Customized Automated Call Distribution (ACD)
9. VoiceStalk[™] Call Reporting (Viewable via a customized IT Command! Console)
10. Advanced Call Management Features:
 - Call transferring, forwarding, on hold, parking and pickup
 - Customized call handling based on caller's phone number and/or time of day
 - Remote control of phone via Web browser
 - Caller ID with call history and call directory

Also Available:

- Enhanced Integrated Voice Response (E-IVR)
- Enhanced Automated Call Distribution (E-ACD)
- Call Recording (User-initiated via handset or system-based)



Unified Messaging Solutions:

- Voicemail (With Voice Emails feature)
- Email
- DirecFax™ (Inbound Faxes as Emails feature)

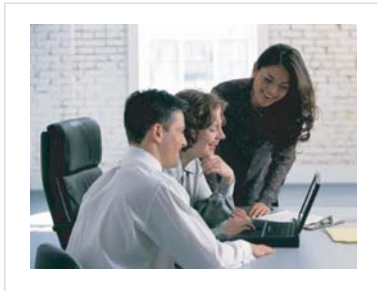
Options:

- SPAM & Virus Filtering
- eStalk™ (Email content management)
- DirecFaxOut™ (Outbound faxing from desktop)



Group Collaboration Solutions:

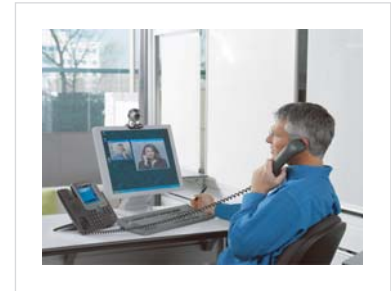
- Conference Calling Center (Via Web portal)
- Conference Calling Center (Via handset)
- Video Conferencing



Conference Calling Center
(Via Web portal)



Conference Calling Center
(Via handset)



Video Conferencing

Smoothstone**CONNECT**: The next-generation, single, clear channel IP connection over which we deliver all of Smoothstone's data, voice and video communication solutions. Available via multiple connection types (T1, DS3, Metro Ethernet, xDSL) and provides:

- Local, long distance and international voice services (T1, PRI, BRI, 1FB)
- QoS enabled, IP over MPLS, fully meshed, private data services
- Application layer managed, Internet access services
- An array of video collaboration services
- A host of leading edge enterprise management features



... all across the same converged network infrastructure.

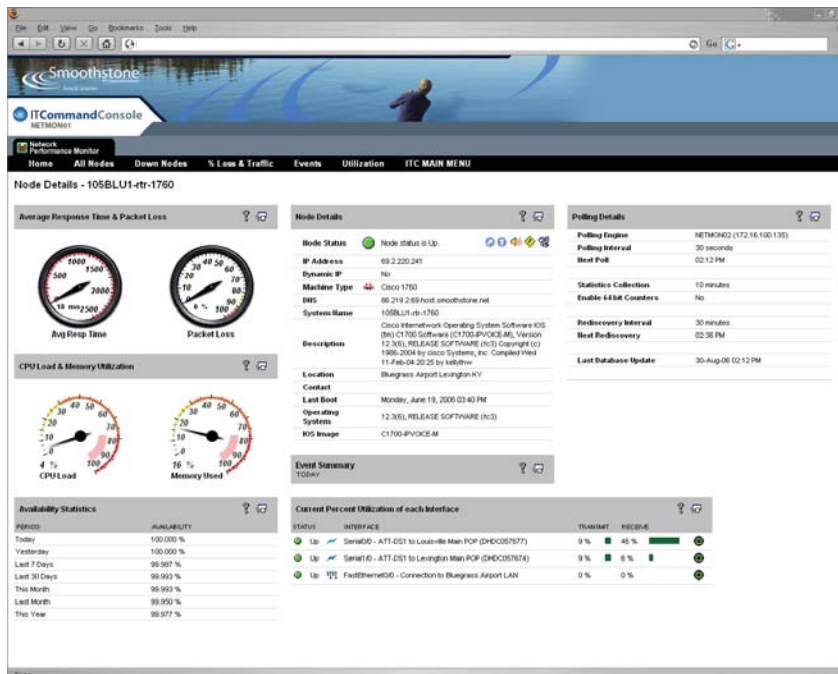
Private, Nationwide, IP over MPLS Network

Smoothstone**CONNECT** links your company to Smoothstone's next generation, continuous Layer 3, nationwide, IP over MPLS network, anywhere in the United States.

This network is private, secure and HIPAA-compliant -- not the public Internet. It provides plentiful, high-speed and high-quality bandwidth, using geographically independent routing and advanced network traffic flow.

Smoothstone**CONNECT** delivers VoIP services via [Smoothstone TDM IP Trunking](#), [Smoothstone IP PBX Trunking](#) or [SmoothstoneCOMPLETE™](#) (fully managed VoIP to desktops).

Every Smoothstone**CONNECT** client receives access to [NetStalk™](#), a totally integrated network monitoring and control system which enables you to monitor, 24/7, your entire WAN (routers, circuits and performance), alongside Smoothstone's Cisco Certified Engineers who are constantly doing the same.



NetStalk enables service level drill down into individual network elements. From trend to live network performance information, NetStalk is our clients' single, transparent window into their networks.

Global IP Connect™:

Connects remote offices globally by replacing out-of-date frame relay, ATM and private line connections with advanced and reliable packet-based WAN technology.

Internet Access:

Delivers reliable and bandwidth-plentiful Internet connectivity, with the latest network routing and management available today.

Application Layer Prioritization:

Internet and WAN traffic and voice and video services can all be prioritized and controlled separately. Enables business-related Internet activities to take priority over non-business usage. Eliminates any need to dedicate (or channelize) bandwidth for a specific medium or application. Bandwidth available when you need it, resulting in high voice and video quality, reduced cost and greater overall efficiency.

Managed Router:

Smoothstone provides, configures, and controls the latest Cisco ISR devices; manages and updates IOS for security and functionality; provides 24/7 hot spare service and swap-out; and monitors for CPU utilization, memory utilization and router status in real-time.



Managed Firewall:

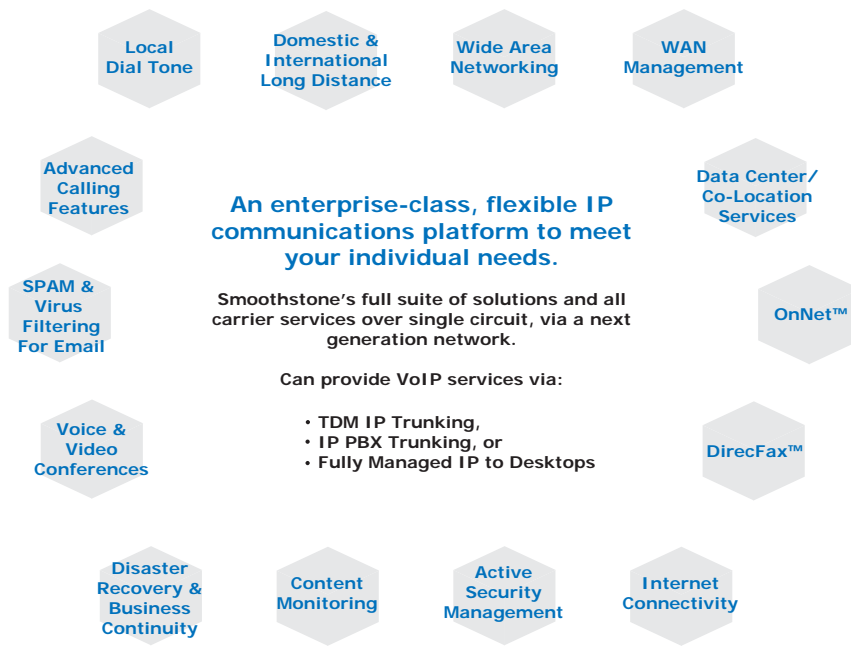
A full-featured, unsurpassed intrusion detection and firewall service that is managed real-time, 24/7. It provides two separate packet control and filtering points that filter traffic before it reaches our clients.

NetStalk™ Enterprise:

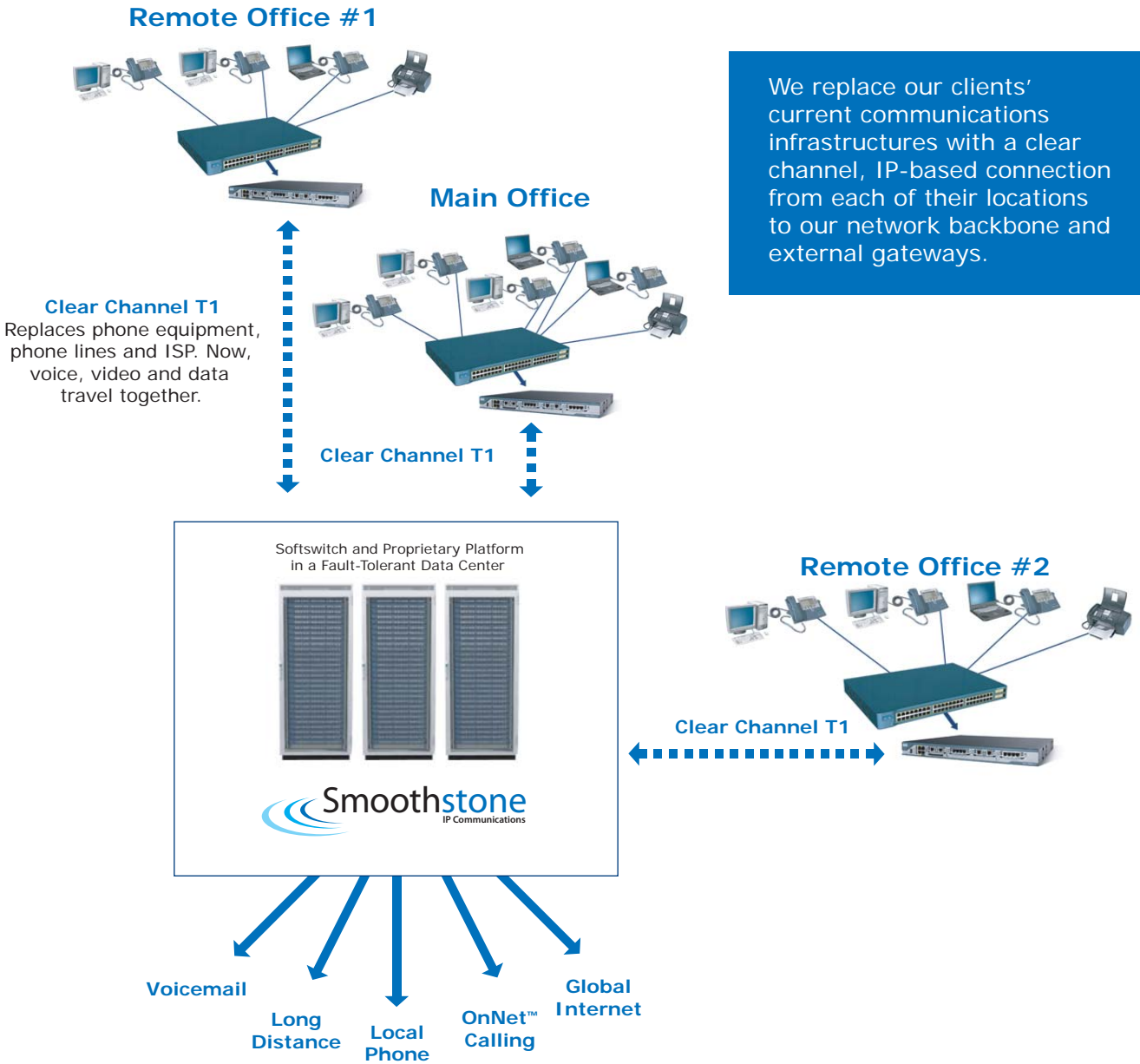
An enhanced version of NetStalk, which enables you to monitor your entire IT infrastructure, down to the individual device level. It generates reports and alerts on uptimes, availability, drive space, processor utilization and throughput.

SmoothstoneSOFTPHONE:

Have users that don't need separate phone handsets or road warriors that would like to turn their laptop PCs into their office phones? Smoothstone clients can also purchase a SmoothstoneSOFTPHONE application and license to turn user PCs into their office phones, regardless of the users' locations.



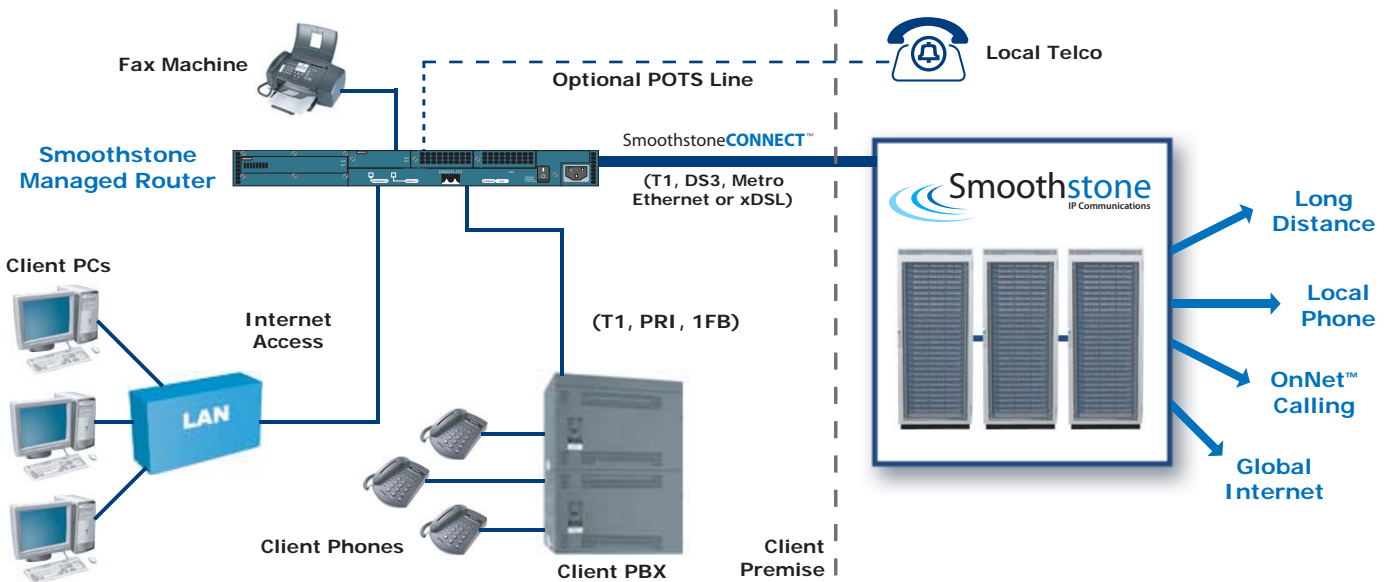
Wide Area Network (WAN) Solution



We replace our clients' current communications infrastructures with a clear channel, IP-based connection from each of their locations to our network backbone and external gateways.

Smoothstone TDM IP Trunking is a direct handoff between Smoothstone's nationwide MPLS network and your existing TDM PBX. This solution enables you to get many of Smoothstone's VoIP solution advantages, while still leveraging your investment in your existing PBX and phone equipment.

It all starts with a Smoothstone**CONNECT**[™] IP connection to a Smoothstone managed router on your premises. This router connects to your PBX to provide highly reliable and feature-rich phone services, as well as to your LAN to provide secure and bandwidth-plentiful Internet connectivity. Smoothstone's managed router also includes analog ports for fax machines, credit card terminals and security systems.

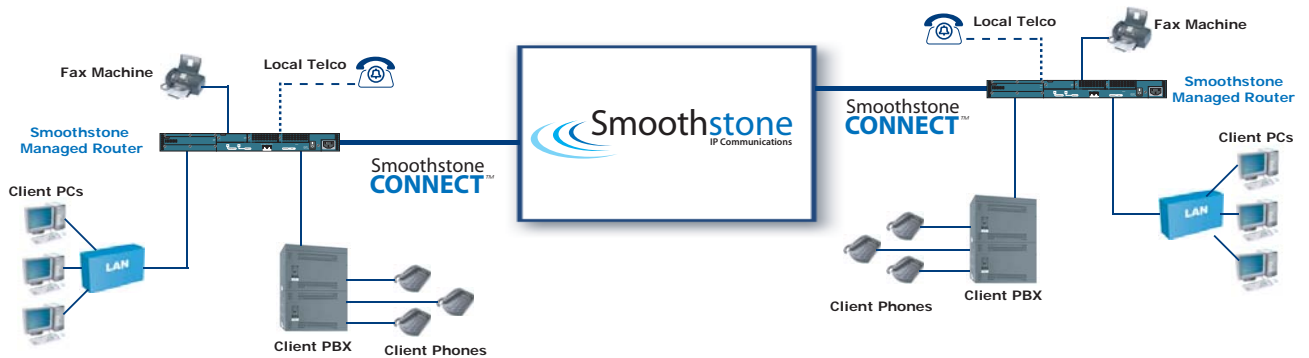


Smoothstone TDM IP Trunking:

- Does not normally require additional investment in costly infrastructure or desktop equipment
- Provides Local, Long Distance and a full suite of enterprise-class features to legacy phone equipment:
 - DIDs for all users (with selected TDM PBXs)
 - Unlimited local calling with local dialing rules preserved
 - Unlimited, 4-digit OnNet[™] calling (with selected TDM PBXs)
 - Fault tolerance and pinpoint E911 compliance
 - Detailed Call Reporting (with selected TDM PBXs)
 - Automatic Call Distributor (with selected TDM PBXs)
 - WAN Management (NetStalk[™])
- Enables you to "cut the cords" to your carriers and save local, LD and inter-site circuit costs
- Replaces existing frame relay or data-only WAN infrastructures and puts you in position to converge voice and data, when you decide its time
- Is an excellent stepping stone towards a Smoothstone**COMPLETE**[™] -- our fully managed, VoIP to the desktop communication solution

Multi-Location Wide Area Network

Smoothstone TDM IP Trunking, when installed in multiple locations, becomes your Wide Area Network (WAN) for data, voice and video communications. In addition to the rapid, reliable and secure transfer of data files between your company's locations -- as well as bandwidth-plentiful Internet access to all of them -- Smoothstone TDM IP Trunking enables unlimited, toll free, 4 digit calls between all of your locations.



Smoothstone TDM IP Trunking customers also get all of the benefits of their SmoothstoneCONNECT IP connections, as well as access to Smoothstone's **Unified Messaging Solutions**:

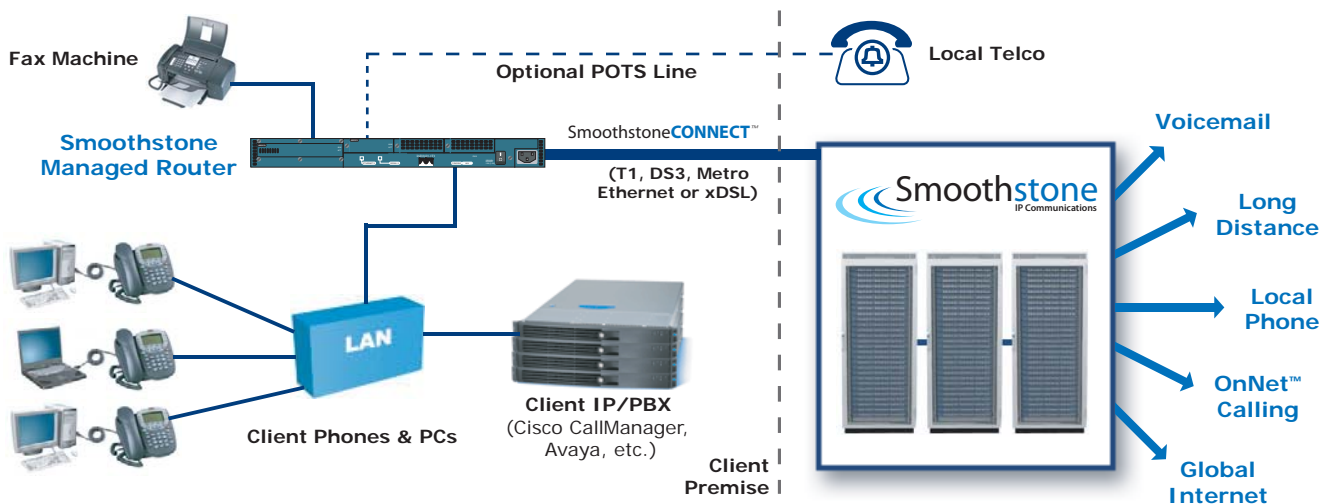
- **Voicemail (With Voice Emails feature)** – enables voicemails to be sent to user desktops as digital sound file email attachments and then managed from user PCs. Voicemails can be forwarded to any email address, versus being stuck in the user's voicemail system.
- **Email** – either full email functionality or email spooling.
- **DirecFax™ (Inbound Faxes as Emails feature)** – delivers inbound faxes to users via email for viewing and optional printing as image files. No more security issues or paper out/jam problems from communal fax machines. Unlimited simultaneous fax connections eliminate busy signals. Every user (or any subset of users) can have individual fax numbers. Users can receive faxes anywhere they can receive email.

Smoothstone TDM IP Trunking customers also get access to Smoothstone's **Group Collaboration Solutions**:

- **Conference Calling Center (Via Web portal)** – enables users to quickly set up and conduct conference calls using a convenient Web portal. Conference calls can also be recorded for later listening.
- **Video Conferencing (Via SmoothstonevideoCENTER™)** – enables users to set up and manage video conferences. Separate Smoothstone or compatible client teleconferencing equipment required.

Smoothstone IP PBX Trunking enables you to get many of Smoothstone's VoIP service advantages, while still leveraging your investment in your existing Cisco or Avaya IP PBX and IP phones. It eliminates separate local gateways and associated costs.

It all starts with a Smoothstone**CONNECT**™ IP connection to a Smoothstone managed router on your premises. This router connects to your LAN, providing you reliable, feature-rich phone services and secure, bandwidth-plentiful Internet access. Smoothstone's managed router also includes analog ports for fax machines, credit card terminals and security systems.



Smoothstone IP PBX Trunking:

- Does not normally require additional investment in costly infrastructure or desktop equipment
- Supplies a direct connection to an IP PBX, without media gateways or converting the call to TDM
- Enables much higher aggregation of voice call traffic over the network -- significantly exceeding the channel count associated with a typical T1/PRI installation
- Provides significant redundancy and survivability advantages over a single point-of-failure solution (10 minute out of service guarantee versus other providers' 2 hours)
- Provides Local, Long Distance and a full suite of enterprise-class features to legacy phone equipment:
 - DIDs for all users
 - Unlimited local calling with local dialing rules preserved
 - Unlimited, 4-digit OnNet™ calling
 - Fault tolerance and pinpoint E911 compliance
 - Detailed Call Reporting
 - Automatic Call Distributor
 - WAN Management (NetStalk™)
- Enables you to "cut the cords" to your carriers and save local, LD and inter-site circuit costs
- Combines all circuits into one highly reliable, secure, and cost effective Smoothstone**CONNECT** IP connection, with dynamic bandwidth allocation
- Ties all company call reporting and management together over one operating system

Multi-Location Wide Area Network

Smoothstone IP PBX Trunking, when installed in multiple locations, becomes your Wide Area Network (WAN) for data, voice and video communications. In addition to the rapid, reliable and secure transfer of data files between your company's locations -- as well as bandwidth-plentiful Internet access from all of them -- Smoothstone IP PBX Trunking enables unlimited, toll free, 4 digit calls between all of your locations.



Smoothstone IP PBX Trunking customers also get all of the benefits of their Smoothstone **CONNECT** IP connections, as well as access to Smoothstone's **Unified Messaging Solutions**:

- **Voicemail (With Voice Emails feature)** – enables voicemails to be sent to user desktops as digital sound file email attachments and then managed from user PCs. Voicemails can be forwarded to any email address, versus being stuck in the user's voicemail system.
- **Email** – either full email functionality or email spooling.
- **DirecFax™ (Inbound Faxes as Emails feature)** – delivers inbound faxes to users via email for viewing and optional printing as image files. No more security issues or paper out/jam problems from communal fax machines. Unlimited simultaneous fax connections eliminate busy signals. Every user (or any subset of users) can have individual fax numbers. Users can receive faxes anywhere they can receive email.

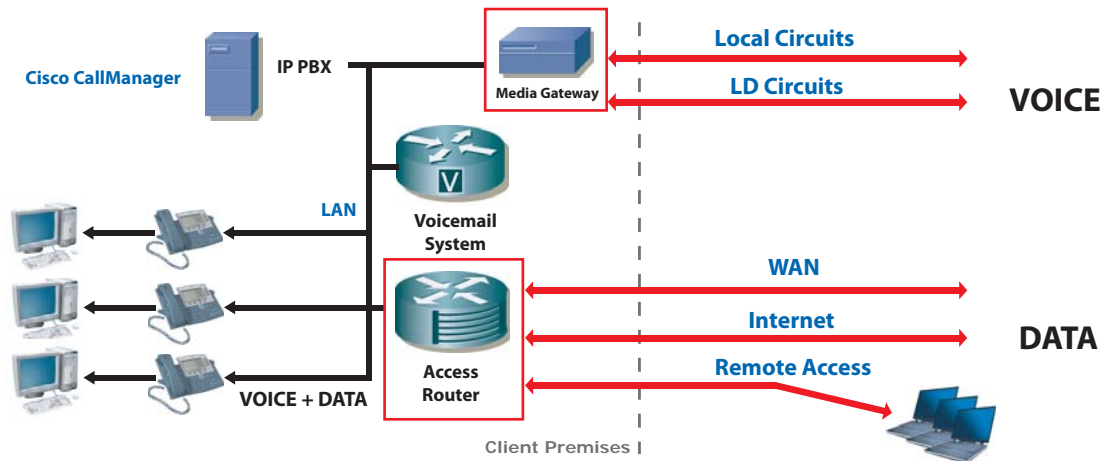
Smoothstone IP PBX Trunking customers also get access to Smoothstone's **Group Collaboration Solutions**:

- **Conference Calling Center (Via Web portal)** – enables users to quickly set up and conduct conference calls using a convenient Web portal. Conference calls can also be recorded for later listening.
- **Video Conferencing (Via SmoothstonevideoCENTER™)** – enables users to set up and manage video conferences. Separate Smoothstone or compatible client teleconferencing equipment required.

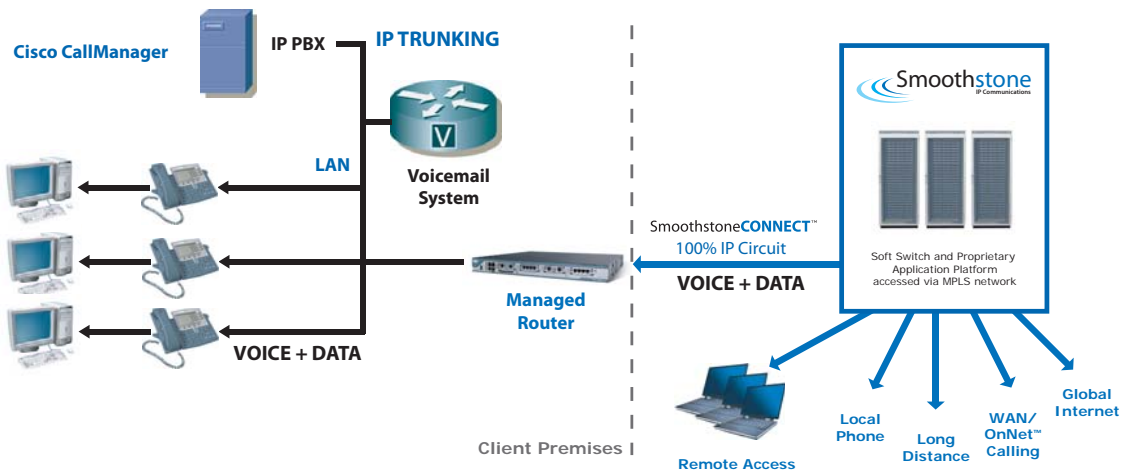


SmoothstoneCONNECT for Cisco CallManager is the first truly "IP end-to-end" trunking solution for CallManager and CallManager Express. It preserves the VoIP transmission all the way from your IP phones and CallManager to our national network, eliminating TDM to VoIP and back conversion inefficiencies.

Cisco CallManager Topology (without Smoothstone)



SmoothstoneCONNECT™ For Cisco CallManager (IP Voice Trunking to IP PBX)



Unique Benefits:

- **Painless Scalability.** A clear channel connection -- not a traditional, channelized T1 or PRI. Enables immediate scalability of 'no-busy tone' voice services, for unlimited simultaneous calls.
- **Improved Business Continuity.** Instantaneous rerouting of calls and geography-agnostic failovers. Includes re-routing inbound calls to any PSTN or IP destination; accepting voicemails and forwarding them to any email address; and updating call routing rules via a secure Web portal.
- **A Lower Total Cost of Ownership.** Voice carrier services, data and video one converged network. Eliminates separate media gateways, local voice access circuits, Internet access connections and data WANs, saving these costs and maximizing bandwidth efficiency.

SmoothstoneCONNECT for Cisco CallManager offers toll-free calls to other Cisco CallManager clients. **(Free calling between all companies using Cisco CallManager, nationwide.)**



SmoothstoneCONNECT™ For Cisco CallManager

- Provides Inbound Trunking service to CallManager directly via IP. (Available in over 5800 rate centers nationwide, local DID's and phone numbers available everywhere without the need of a media gateway.)
- Provides Outbound Local and Domestic/International LD
- Gives you unlimited phone lines
- Supports G.711 and G.729
- Provides DTMF insertion as associated with Cisco Out of Band DTMF signaling
- Can provide multiple redundant IP connections to our enterprise network
- Can provide local service to any point on the network, which means you can have local numbers for each of your locations, wherever they are
- Is delivered over DS1, DS3, OC3, or MetroEthernet
- Integrates Internet Access and VoIP Origination/Termination over the same circuit
- Is fully pinpoint E911 compliant, including nomadic 911 services for roaming or soft phone usage
- Can provide inbound toll-free service
- Is priced per user and enables you to add users anytime, which eliminates the need for capacity planning
- Delivers inbound caller names to your Cisco CallManager

Standard Features:

- DIDs for all users
- Unlimited local calling with local dialing rules preserved
- Unlimited, 4-digit OnNet™ calling between company locations
- Directory assistance
- Detailed call reporting
- Directory and white pages listings
- Local number portability
- Number blocking
- Web portal-based WAN management (via NetStalk™)

Enhanced Features*:

- **Call Recording** – calls can be recorded and delivered to you via e-mail
- **DirecFax™** – a personal fax number for every user, with faxes delivered as email attachments
- **'In The Cloud' Queuing** – advanced call queuing
- **'Database DIP' Call Routing** – calls routed based on a query to your database
- **ACD/Queuing** – complete call center operations, including queuing and reporting

*Separate charges apply

Enhanced Business Continuity.

- Full CallManager Back-Up "in the cloud" -- Smoothstone takes over CallManager's functionality remotely within its data centers
- Softphone Termination
- ACD Queuing "in the cloud"
- Full OSS collection of voicemail messages

Smoothstone
CONNECT™
for Cisco CallManager

Plus, all of your Cisco CallManager's or CallManager Express's existing features are retained. There is no need to change out your phone equipment, so there is no need to retrain your employees. There is also no disruption in your service when the SmoothstoneCONNECT for Cisco CallManager is installed.



NetStalk™ is Smoothstone's totally integrated network monitoring and control system. NetStalk offers 24/7 monitoring of client server, routers, switching infrastructure and facility environmentals.

Using your customized IT Command!™ Console, you can view real-time statistics about your entire IT infrastructure. For every server in an enterprise, NetStalk will monitor, report, and alert: uptimes, service availability, drive space, processor utilization and throughput.

WAN

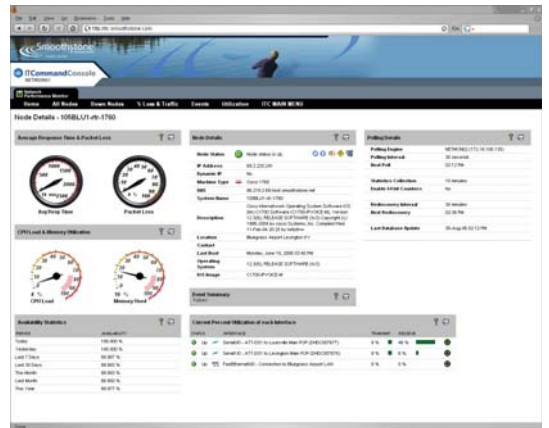
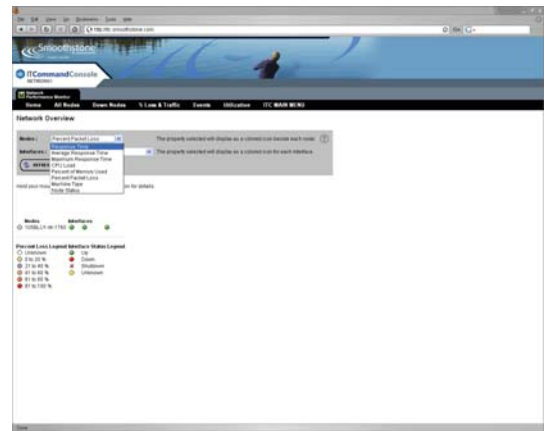
Manage and monitor all of your WAN activity. Our network engineers are working 24/7 to ensure you enjoy maximum WAN uptime.

LAN

NetStalk™ tools, coupled with our Cisco certified network engineers, let you manage and monitor all LAN activity. Our network engineers make sure you operate at maximum performance.

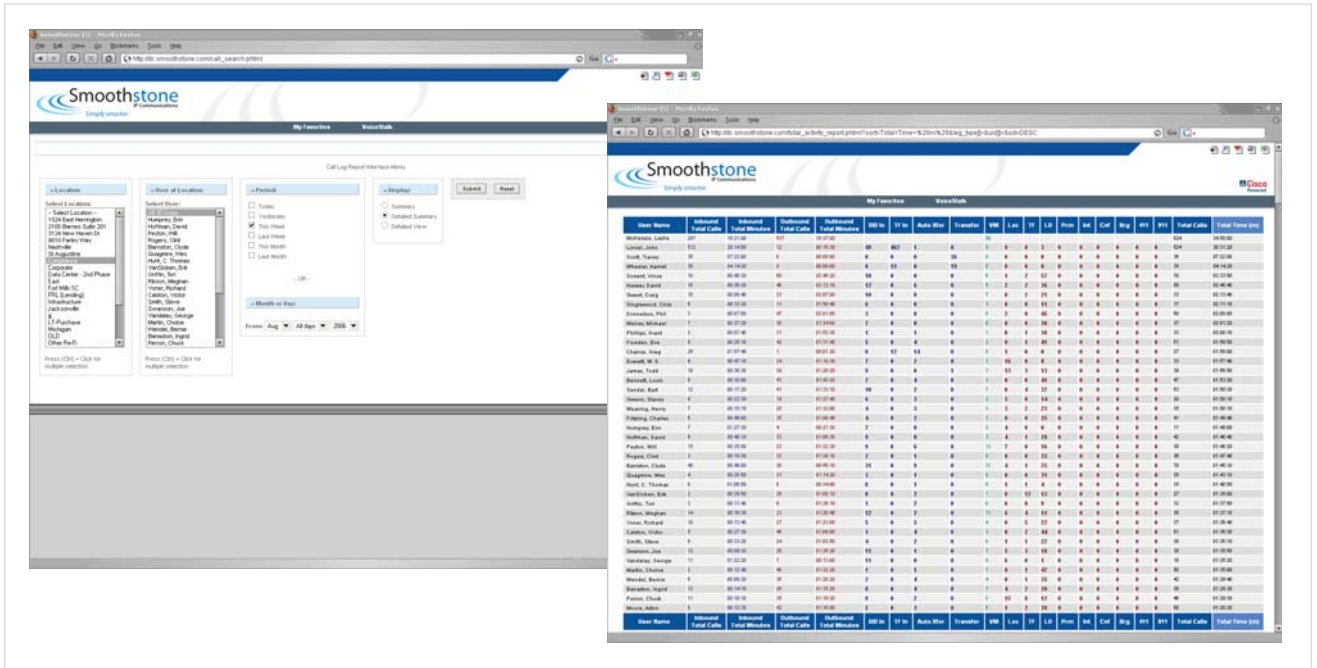
VoIP

VoiceStalk™ enables you to track every incoming and outgoing call. Drill down on client service responsiveness, sales force productivity and long distance costs.



VoiceStalk™

Enables you to monitor total calling activity -- local and long distance, inbound and outbound, intra-company and external. Provides call detail queries and reports on minutes and costs.

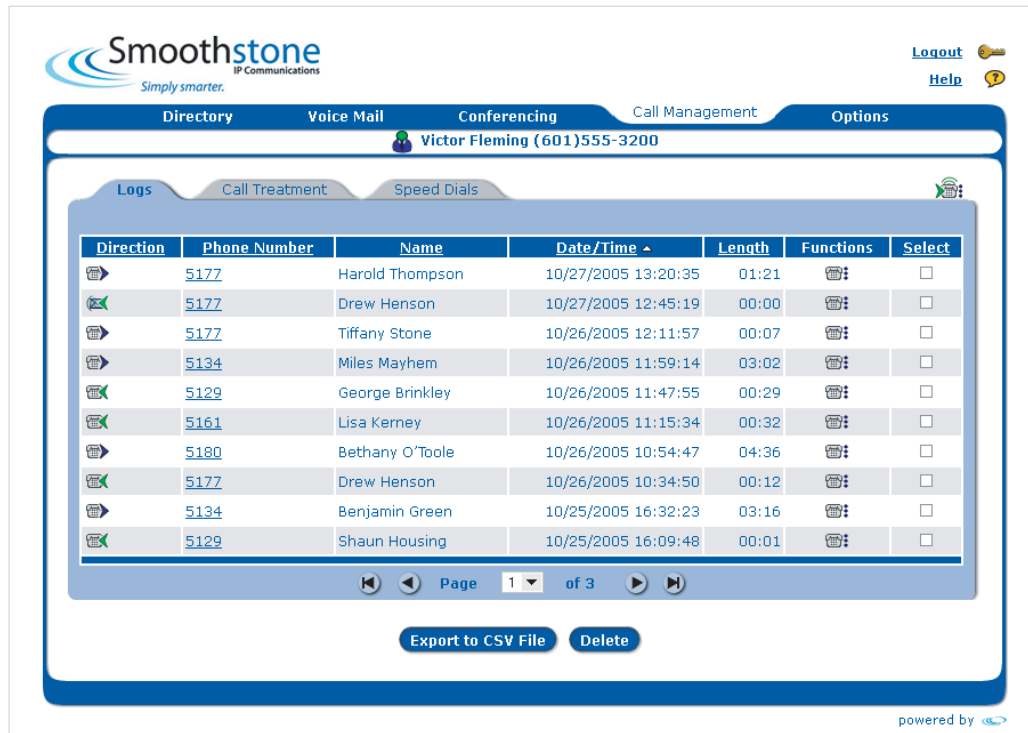


Uses for VoiceStalk call reporting data:

- Monitoring and management of outbound telephone sales organizations or any entities that place large numbers of outbound calls and needs to track them.
- Measurement and management of in-bound customer service organizations and call centers or any entities that receive large numbers of inbound calls.
- Simultaneous monitoring, measurement and management of both of the above, for companies whose voice communications with their customers, suppliers and business partners are critical to their businesses' success.

The Smoothstone Phone Control Web Portal is a browser-enabled call management integration vehicle, delivered via an easy-to-use web interface. Included with the Smoothstone**COMPLETE™** solution, it is a voicemail management application, an incoming call management tool and a conference call management tool, all rolled into one.

The Smoothstone Phone Control Web Portal is an essential management tool for day-to-day communications for anyone from C-level executives to individual knowledge workers.



The screenshot shows the Smoothstone Phone Control Web Portal interface. At the top, there is a navigation bar with tabs for Directory, Voice Mail, Conferencing, Call Management, and Options. Below this, the user's name and number are displayed: Victor Fleming (601)555-3200. The main content area is titled 'Logs' and contains a table of call records. The table has columns for Direction, Phone Number, Name, Date/Time, Length, Functions, and Select. Below the table, there are navigation controls for pages (Page 1 of 3) and buttons for 'Export to CSV File' and 'Delete'. The interface is powered by Cisco.

Direction	Phone Number	Name	Date/Time	Length	Functions	Select
Outgoing	5177	Harold Thompson	10/27/2005 13:20:35	01:21	[Icons]	<input type="checkbox"/>
Incoming	5177	Drew Henson	10/27/2005 12:45:19	00:00	[Icons]	<input type="checkbox"/>
Outgoing	5177	Tiffany Stone	10/26/2005 12:11:57	00:07	[Icons]	<input type="checkbox"/>
Outgoing	5134	Miles Mayhem	10/26/2005 11:59:14	03:02	[Icons]	<input type="checkbox"/>
Incoming	5129	George Brinkley	10/26/2005 11:47:55	00:29	[Icons]	<input type="checkbox"/>
Incoming	5161	Lisa Kerney	10/26/2005 11:15:34	00:32	[Icons]	<input type="checkbox"/>
Outgoing	5180	Bethany O'Toole	10/26/2005 10:54:47	04:36	[Icons]	<input type="checkbox"/>
Incoming	5177	Drew Henson	10/26/2005 10:34:50	00:12	[Icons]	<input type="checkbox"/>
Outgoing	5134	Benjamin Green	10/25/2005 16:32:23	03:16	[Icons]	<input type="checkbox"/>
Incoming	5129	Shaun Housing	10/25/2005 16:09:48	00:01	[Icons]	<input type="checkbox"/>

Smoothstone's Phone Control Web Portal enables you to:

- **Access personal phone directories.** This is a convenient way for users to quickly look up phone numbers and other important information. Place calls to the people listed in these directories by just pointing and clicking on the desired names (the calls come through your Cisco handsets).
- **Manage your voicemail.** Retrieve voicemails right from your PC, including saving, deleting and even listening to them through their computers' speakers. Use Smoothstone's Voice Emails feature without even having to open the email client.
- **Schedule or join previously scheduled conference calls.** Smoothstone's Phone Control Web Portal is your employees' gateway to easy, on demand phone conferences. They can use the Web portal to reserve available phone conference time slots and then invite others to join. They can also use the portal to participate in conferences scheduled by other employees.
- **Manage incoming calls.** You can use Smoothstone's Phone Control Web Portal to set up your own, personalized automatic call handling features. They treat calls differently, based on the incoming number of the call, as well as on the time of day and day of the week. Possible call treatments include: block, forward to number, forward to voicemail, priority call, urgent call, virtual ring, find me, forward when busy and forward when no answer.

For a **FREE** demo, contact us at 1-800-773-3037 or salesinfo@smoothstone.com.



SmoothstoneaudioCONFERENCING™

Need to include someone else in an important conversation? Users at Smoothstone clients can, with just a few key strokes on their handsets.*

Need to set up a conference bridge at a specific time in the future, with a number and PIN for each conference call participant? Smoothstone clients can, through an easy to use conference bridge.

Need to set up larger, "broadcast" conference calls for dozens or even hundreds of users -- where a moderator can allow individuals to speak as needed? Smoothstone clients can do this, too, through a convenient Web portal.

Smoothstone offers three different levels of conference calling, so there is always a solution that meets users' needs for timeliness, convenience and number of participants.

TDM IP Trunking and IP PBX Trunking clients have access to **Meet Me Conference Calling** and **Smoothstone Audio Auditorium**, but their access to **On Demand Conference Calling** depends on their IP PBX's capabilities. Fully Managed IP to Desktops (Smoothstone**COMPLETE™**) clients have access to all three.

Note: Smoothstone also offers an easy to use, always available, personal and private conference bridge for busy executives, called Smoothstone Personal Conference Line. It is available to anyone in any organization, including those that are not currently Smoothstone clients.

For more information on this service, go to www.smoothstone.com and click on Solutions.

OnDemand conferenceCALLING™

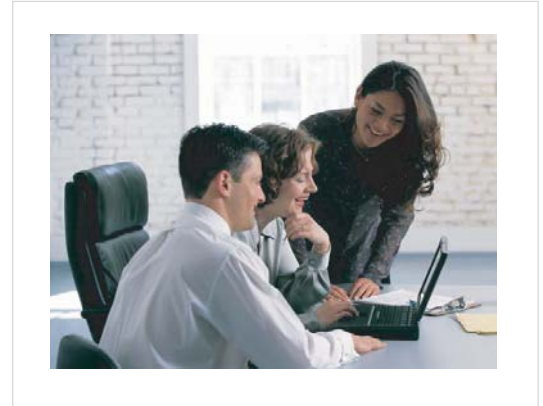
Individual users can initiate On Demand Conference Calls (also known as "Ad Hoc Conference Calls") right from their Smoothstone IP handsets, while they are on a connected call. On Demand Conference Calls are limited to five parties total, including the conference initiator.



*Available only to users with Smoothstone IP Communications' or other approved IP phones on their desktops.

MeetMe conferenceCALLING™

Meet Me Conference Calls are for small, 4-10 participant conference calls scheduled in advance. Users set them up using their Smoothstone Phone Control Web Portal. Through this portal, they can choose the date and time of the call, its length, the number of participants and whether or not the call is a one-time or a recurring event. The portal also enables users to send an email to the other conference participants informing them of the date, time, phone number to call and guest ID to use to join the conference. All participants are able to both hear and speak.



Smoothstone audioAUDITORIUM™

Smoothstone Audio Auditorium conferencecalls are for larger, 10 to 100 participant conference calls. The key difference between this service and Meet Me Conference Calling is that during a Smoothstone Audio Conference Call, a client moderator controls which participants are able to speak. This prevents participants from talking over each other and background noise from one participant (perhaps on a cell phone) from interfering with everyone else's sound quality.

The client moderator controls speaking access through a Web portal that shows the status of each participant – whether or not they can speak and which participants are "raising their hands." The moderator mutes and un-mutes individual participants at their discretion.

MEETME

MANAGEMENT

Monitor Conference

Outgoing Operator

Scheduling

Add Conference

Delete Conferences

Past Conferences

Current Conferences

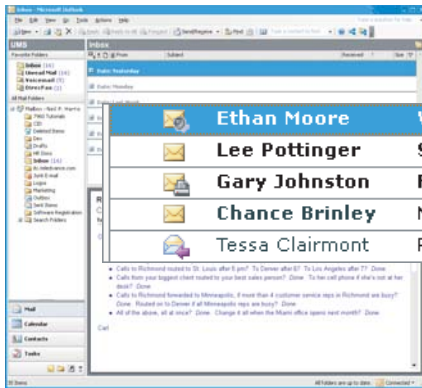
Future Conferences

Select the room number that you want to handle

Conference ROOM:

- Conference Users : [ROOM : 5129] -					
	ID	CallerId	ConfNo	Mode	Waiting
	1	5023155129	5129	UnMuted	Not Waiting [MUTE] - [KICK]
	2	5023155177	5129	UnMuted	Not Waiting [MUTE] - [KICK]
	3	5022963815	5129	Muted	Not Waiting [UNMUTE] - [KICK]
	5	5027443651	5129	Muted	Not Waiting [UNMUTE] - [KICK]
	9	5023155118	5129	Muted	Waiting [UNMUTE] - [KICK]
	10	5023155185	5129	Muted	Not Waiting [UNMUTE] - [KICK]
	11	5023155114	5129	UnMuted	Waiting [MUTE] - [KICK]
	12	5027445225	5129	Muted	Not Waiting [UNMUTE] - [KICK]

1 / 1



Imagine true unified messaging ...
voice messages, emails and faxes all in your inbox.

Voicemail

Provides full voicemail functionality and control from user handsets and remotely. Includes **Voice Emails** feature, which enables voicemails to be sent to user desktops as digital sound file email attachments and then managed from user PCs. Voicemails can be forwarded to any email address, versus being stuck in the user's voicemail system.

Email

Provides full email functionality or email spooling.

Options: *SPAM & Virus Filtering* - Provides real-time SPAM and virus filtering using active inspection technology for every message entering the network. Virus signatures and SPAM traces are updated in real-time, using the latest in SPAM and virus detection and elimination technology.

eStalk™ - Allows pinpoint content management of network usage, from Web browsing to keyword email filtering. You know where your employees are surfing on the Internet and you are alerted to inappropriate email activity.

DirecFax™

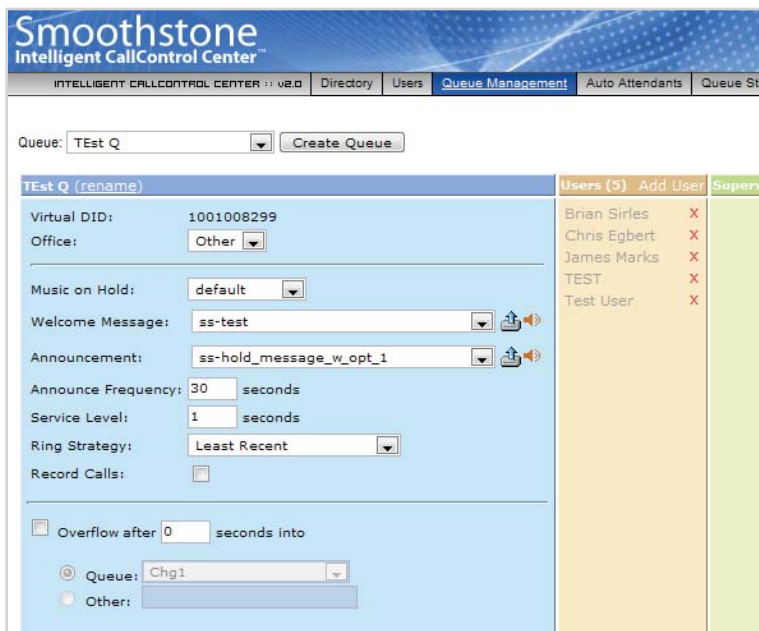
Delivers inbound **Faxes as Emails** for viewing and optional printing as image files. No more security issues or paper out/jam problems from communal fax machines. Unlimited simultaneous fax connections eliminate busy signals. Every user (or any subset of key users) can have individual fax numbers. Users can receive faxes from anywhere they can receive email.





Smoothstone Intelligent CallControl Center™

Completely manage and optimize your entire organization's call traffic -- every office, agent and queue, regardless of physical location -- from a secure and easy to use Web portal! Turn your geographically dispersed employees and separate call centers into one, highly efficient, nationwide call center.



"Smoothstone's COMPLETE solution places all network users onto the same private network. The entire company is on the same virtual call center -- allowing workers to communicate with one another as if they were in the same physical location."

- ComputerWeekly.com

"Smoothstone literally changed how we do business. Our clients now get better service from a more efficient and flexible agent base."

- Lee Thomas, EVP, The Travel Authority

Smoothstone CallDirector™

Smoothstone CallDirector is the standard feature set within the Smoothstone Intelligent CallControl Center Web portal. CallDirector allows you to predetermine and then dynamically manage how calls are routed within and across all of your organization's locations, as if everyone was in the same building:

- Optimize your call handling resources across all of your organization's locations, including home-based employees
- Configure flexible, customized call routing rules, organization-wide
- Manage Business Continuity issues, instantly

Smoothstone CallQueuing™

Smoothstone CallQueuing is a separately priced, optional feature set you can add to your Smoothstone Intelligent CallControl Center Web portal. Customize, control and manage how your organization handles queue calls and distribute queued calls to agents across multiple locations, via an IP phone or 1 FB (POTS) line. View agents' statuses, move them into different queues, change overflow rules and choose from several different call distribution methods.

Smoothstone CallMonitoring™

Listen in on employee calls, for training, quality assurance or other purposes, without disrupting the call or being right over their shoulders. With Smoothstone CallMonitoring, a separately priced option within Smoothstone's Intelligent CallControl Center Web portal, now you can monitor inbound and outbound calls by queue or by employee.

Smoothstone CallRecording™

Ever wish you could record a specific phone or conference call, for your records or for later review by others? Need to record an employee's calls for training, quality assurance or other purposes? With Smoothstone CallRecording, a separately priced option within Smoothstone's Intelligent CallControl Center Web portal, now you can. Selectively record individual calls or record all inbound, all outbound or all of an employee's calls. Search, retrieve and replay the call recordings and then store them online or download them to any storage media.



SmoothstonemeetingCENTER

Smoothstone Meeting Center™ – an indispensable, enterprise-class, Web-based collaboration tool. Communicate and collaborate with co-workers, customers, suppliers -- anyone with Web access -- regardless of physical location. Using Smoothstone Meeting Center is like having your audience sitting right next to you. They can hear what you hear, see what you see, and work on what you're working on.

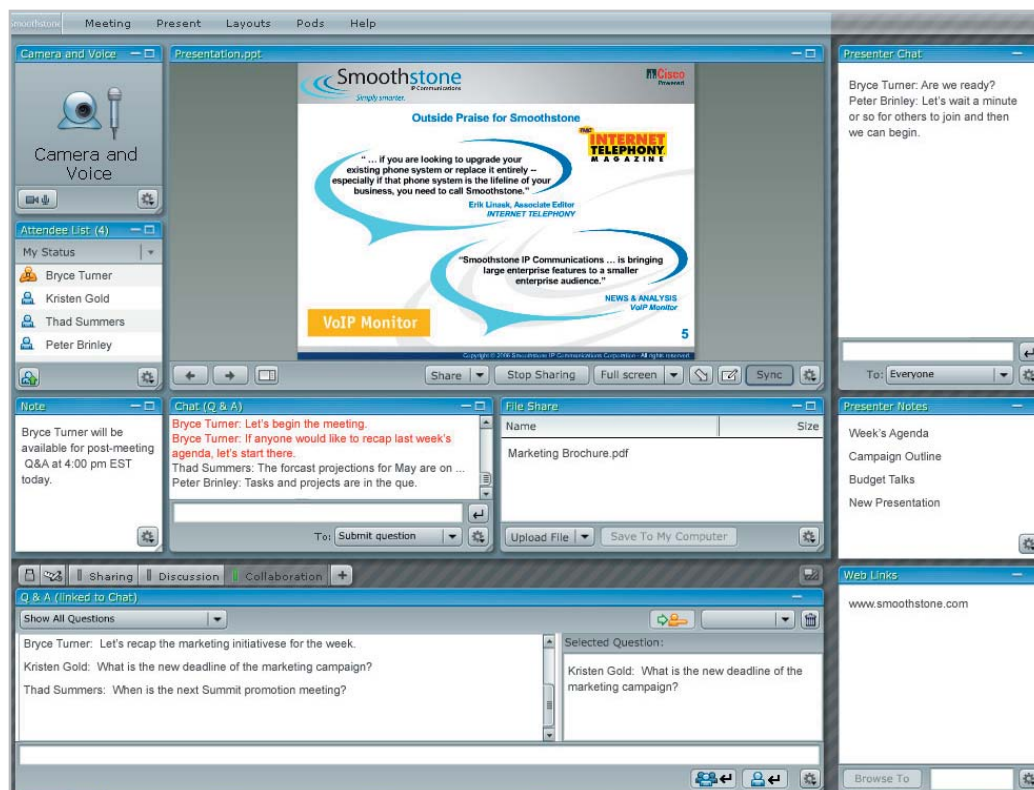
Communication and collaboration have never been this easy or this efficient. All it takes is one use and you won't remember how you or your company did business without it.

Benefits:

- **On-demand** -- Schedule and start meetings yourself, with just a few mouse clicks. There's no hardware or software to install or manage and no administrator needed.
- **Easy to use** -- If you can use a computer and Web browser, you can use Smoothstone Meeting Center.
- **Flexible** -- Your audience sees what you want them to see, including any application your PC is running, your video camera, or any network or Web-based content your point them to.

Features:

- Personalized, custom URLs
- Attendee list and attendee status display
- File sharing, chat and notes
- Q&A functionality
- Multi-point video
- Web polling and web links
- Toll free numbers for administrator and participant audio
- Secure, private Conference ID and Personal Identification Numbers for audio bridge
- Affordable and flexible pricing





SmoothstonemeetingCENTER Additional Benefits

Start using this tool with minimal effort.	No new hardware, software or special plug-ins are required.*
Communicate with anyone, anywhere.	Anyone with access to a computer with a broadband Internet connection may participate, regardless of where they are.
Create meetings of different sizes, as needed.	The most efficient and effective tool for online seminars, sales presentations and training sessions with larger groups -- or one-on-one collaborations and video phone calls.**
Truly collaborate.	Share documents and applications. Brainstorm using the whiteboard, chat and notes functions. Work together as never before.
Store content for reuse.	Content you upload is stored in your online library, so you can quickly retrieve and reuse it as needed, for recurring training sessions, standard sales presentations, or other meetings on the same topic with different groups.
Poll and quiz your participants during your meeting.	Without interrupting the flow of your presentation, conduct opinion polls and quiz your participants with just a few clicks of your mouse.
Post files online for later viewing.	Share your online meetings and events with others by posting full audio and video recordings of them for future listening and viewing.
Enjoy detailed audience reporting.	Understand the success of your meeting, by monitoring attendance in real time.
Dramatically increase the efficiency of your sales force, serve your customers better and work more closely with your partners.	Your employees no longer have to be physically present and spend precious time and resources traveling from meeting to meeting. They get the convenience and flexibility of a phone call, but with the visual impact of a face-to-face meeting.

For more information or pricing details, contact your Smoothstone Regional Sales Manager at 866-41-STONE.

- * Smoothstone Meeting Center requires a one-time plug-in and the latest free version of Adobe Flash Player on all participant browsers.
- ** Compatible video conferencing equipment is required.



SmoothstoneSOFTPHONE

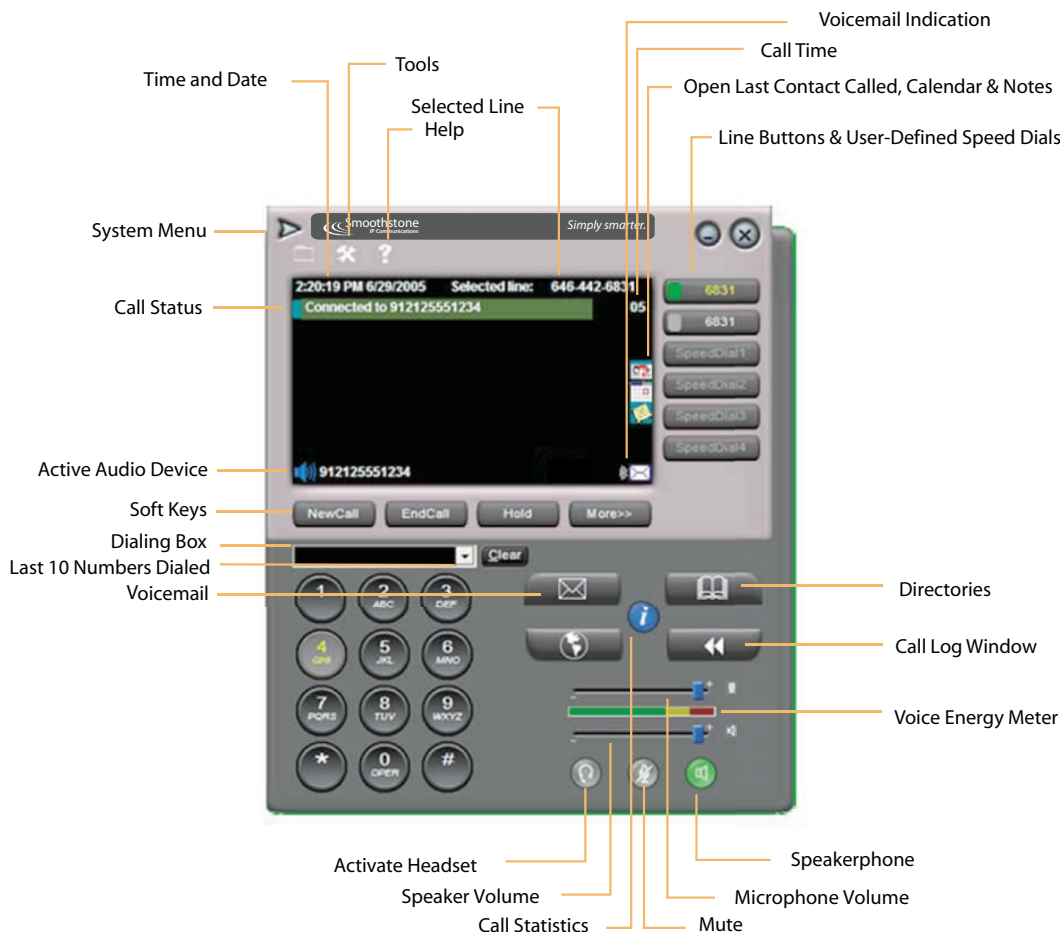
The Smoothstone Softphone turns users' PCs into their office phones -- duplicating their Cisco 7960 handsets' standard functionality *and* all of their speed dial button customizations, Microsoft Outlook synchronizations and voicemail indicators.

Users can now make and receive calls from their broadband-connected PCs using their Smoothstone phone numbers and their dialing rules and charge structures.

- **Easy To Use** – looks like and works just like a Cisco 7960 handset
- **Highly Mobile** – ideal for frequent travelers, work-at-home users and multi-site/mobile workers
- **Looks Local** – Caller ID and dialing rules identical to users' handsets

SmoothstoneSOFTPHONE User Requirements

- A Smoothstone-provided phone number and user account.
- A sound and microphone-capable PC, with the minimum hardware configuration required to run Windows XP/2000 and with wire or wireless broadband Internet access.
- Users' company-provided and approved IT support for Smoothstone Softphones, to handle PC, firewall and user-specific configuration and network access.





SmoothstoneSOFTPHONE Additional Benefits

Microsoft Outlook Integration:

Users can quickly access their Outlook calendar, notes and contacts for scheduling, documenting and updating through links located on the softphone screen.

Directories Integration:

Click to dial from LDAP Directories (Cisco CallManager, Microsoft Active Directory, or public LDAP Services), Outlook contacts, Windows Address Book and instant messengers.

Call Log and Call Statistics:

Monitor call activity and statistics from any made or received call. All call information can be stored in a local database.

Web Dialing:

Make calls directly from Web pages. Highlight and right click any phone number from any Web page and place a call instantly.

Disaster Recovery/Business Continuity:

Users can rely on their Smoothstone Softphones as complete substitutes for unreachable or out-of-service handsets.

SmoothstoneSOFTPHONE Feature Guide

Standard Phone Features:

- 6 Line Appearance
- Call Pick Up, Transfer, Waiting & Hold
- Call Forward and Call Conference
- Incoming Call Name and Number Display
- Missed Call Indicator
- Time Display
- Off-Hook Dialing
- Speed Dial Keys

Audio Quality and Control Features:

- Mute Mic / Speaker
- Volume Control
- Microphone Input Control
- Microphone Voice Energy Meter
- Dynamic Jitter Buffer
- Quality of Service (QoS) Support
- Microphone Buffering
- Out-of-Process High Priority Audio Engine

Advanced Phone Features:

- Drag and Drop Dialing
- Extension Mobility
- Last Number Redial
- Pop to Foreground on Incoming Calls
- Call History Logs
- Group Pick Up
- Call Park / Pick Up
- Auto-Answer with Selective Ring Count

Directories Features:

- Integrates with Outlook Contacts, Calendar and Notes
- Integrates with LDAP Directories
- Integrates with Messaging Services:
 - MSN Messenger
 - Yahoo Messenger
 - AOL Instant Messenger

Call Coverage Features:

- Busy Lamp Field Status Display
- Call Logs

Advanced Usability Options:

- Supports XML
- Dial from Web Pages
- Soft Key Support
- Selectable Ringer Types
- Mute Media Players on Calls
- Launch on Start-Up
- Prevents Suspend when Idle

Minimum PC Requirements:

- Windows 2000, 2003, or XP
- 500 MHz CPU
- 512K RAM
- Internet Connectivity



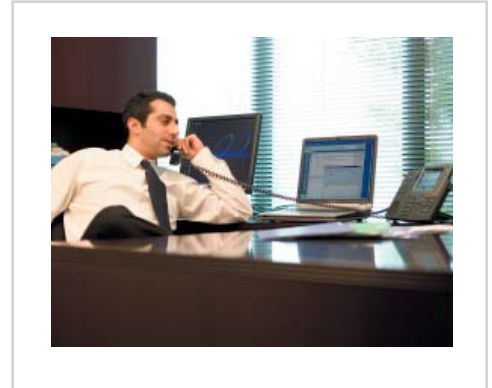
SmoothstonePersonalconferenceLINE™

The Smoothstone Personal Conference Line™ gives busy executives a personal conference line that is always there, ready for use. It's the ultimate in conference calling convenience and flexibility!

Initiate a conference call anytime, simply by telling the other participants when and how to dial in and then dialing in yourself to begin the conference. Use it anytime, from any phone, 24/7/365. No operator assistance is required!

Smoothstone Personal Conference Line (PCL) Benefits

- **Company-specific PCL Administrator and Participant toll free numbers** – Each Smoothstone client organization receives both an administrator and a participant toll free number for use company-wide. To start a conference, a PCL owner (or someone they designate) first dials their company's PCL administrator number. To join a conference, everyone else first dials that organization's PCL participant number. These numbers never change and can support an unlimited number of simultaneous PCL conferences for each client organization.
- **Individual PCL ID numbers** – Each PCL owner receives a distinct, PCL ID number. All conference participants, including the PCL owner (or their designate), enter this number -- after dialing in via their respective toll free numbers -- to indicate the PCL conference they wish to initiate or join. This PCL ID number never changes.
- **Built-in security, via a separate PCL Administrator and Participant PINs** – Each PCL owner also receives an Administrator PIN and a Participant PIN, which PCL owners can request to have changed anytime.



To join a PCL conference, participants enter the Participant PIN, after they dial in and enter the PCL ID number.

To initiate a conference, the PCL owner (or their designate) enters the Administrator PIN, after they dial in and enter their PCL ID number. A separate Administrator PIN keeps each owner's PCL secure -- no one can initiate a conference without it. Plus, after entering the Administrator PIN, PCL owners have access to useful PCL call control features, such as globally muting and un-muting all other participants.

- **Twenty participant capacity** – Up to twenty total participants can be on a PCL call at the same time.*
- **Unlimited talk time** – No more automated voice interruptions warning that a call's pre-set time limit is expiring! While the conference call can only start when the PCL owner (or their designate) dials in, the call lasts until the next to last person hangs up.
- **Cost-effective to use** – PCL owners pay for the minutes used during their PCL conferences, plus a nominal monthly fee to have their PCL lines always available. No per minute charges accrue when a PCL line is idle and there are no set up fees, minimum usage fees or per conference fees.
- **Maximum convenience and flexibility** – All a PCL owner (or their designate) has to do to begin a conference is to dial the administrator toll free number and then enter their PCL ID and Administrator PIN. It's that simple. No calls to third party operators; no pre-call set up required.

Participants can be told to dial in immediately, at a future time or at the same time each day, week or month. It's the ultimate instant collaboration tool for busy, far-flung executives!

- **Optional call recording for later listening** – Want a complete record of an important conference call? Then record it! After a recorded PCL call is completed, the PCL owner will receive an email with an audio file attached that is a complete recording of the call. This file can then be forwarded to anyone who wants to listen to it or saved as a permanent record.**

* SmoothstoneCOMPLETE clients can add up to five parties to any existing call (including the original two parties) from authorized Smoothstone handsets. The Smoothstone Personal Conference Line is for busy executives who need the flexibility and convenience of being able to start conference calls of up to twenty participants anytime, from anywhere and to which anyone can join.

** Call recording for any PCL call must be enabled prior to the call on the Smoothstone IP phone used during the conference. Extra per minute recording fees apply.

